



Prioritization of the Community Choices Waiting List

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Progress Summary

- **Initial grant work surveyed existing participants/caregivers and applied a 122 point scale to determine potential needs and potential waiting list indicators**
- **With 200 responses to the initial survey, the scores ranged from 12 to 71**

Scoring guidelines for Patient and Caregiver Survey:

Terminal illness	# MD visits in past year	# Falls in last six months	# ER visits in last 6 months	# Hospital admits in past year	Number of medications
Yes=10 No=0	0-5=0 6-12=1 13+=2	0=0 1-3=1 4+=2	0=0 1-3=1 4+=2	0=0 1-3=1 4+=2	0=0 1-9=1 10+=2
Transfer (1718)	Locomotion (1718)	Dressing, Bathing and Toileting (Each ADL is scored, then added for total)	Bowel incontinence (1718)	Bladder incontinence (1718)	Cognitive Skills (1718)
0=0 1-2=1 3-4=10	0=0 1-2=1 3-4=10	Total =>9 = 10 Total <9=1	0=0 1-2=1 3-4=5	0=0 1-2=1 3-4=5	0=0 1=1 2=3 3=5
Stay alone 6+ hours daily	Problem behavior: Wandering (1718)	Problem behavior: verbal abuse (1718)	Problem behavior: physical abuse (1718)	Socially inappropriate behavior (1718)	Adequate support available to client
Yes=0 No=5	0=0 1=1 2=5	0=0 1=1 2=5	0=0 1=1 2=5	0=0 1=1 2=5	Yes=0 No = 5
Client has Primary Caregiver	Caregiver stress	Caregiver health	Caregiver has adequate support	Caregiver concerns about future care	Past or current APS case
Yes=0 No =10	No = 0 Sometimes = 1 Always = 3	Good=0 Fair=1 Poor=3	Yes = 0 No = 3	Yes=3 No=0	Yes=5 No=0
Terminal illness = possible 10 points					
Risk factors = possible 25 points					
(MD visits,falls,ER visits,hospital admits,meds,staying alone,lack of adeq. support, APS)					
Performance of ADLs = possible 30 points					
(Transfer, locomotion, dressing, bathing,toileting)					
Incontinence = possible 10 points					
(Bowel/bladder)					
Cognitive functioning=possible 25 points					
(Rational decision making,wandering,verbal abuse,physical abuse,socially inappropriate behavior)					
Caregiver issue= possible 22 points					
(Lack of a caregiver (CG), CG stress, CG health,CG support system, CG doubts/concerns)					
TOTAL POSSIBLE SCORE = 122					

Initial Participant and Caregiver Questionnaire

Participant name:

CLTC#:

1. Does the participant have a terminal illness?
2. How many falls has the participant had in the past six months?
3. How many times was the participant seen in the ER in the past six months?
4. How many times did the participant see a doctor in the past year?
5. How many times was the participant admitted to the hospital in the past year?
6. Can the participant safely be left alone in the home for six or more hours a day?
7. Does the participant have adequate support from family or caregivers?
8. Is there a primary care-giver providing hands-on care?
If #8 is "yes", continue with all questions. If #8 is "No", skip to question #13.
9. How is the overall health of the primary caregiver? Good ____ Fair ____ Poor ____
10. Does the primary caregiver receive any support from family or friends?
11. Does the primary caregiver feel that caring for the participant is stressful? Always __ Sometimes __ Not usually __
12. Has the primary caregiver expressed doubts or concerns about continuing to provide care for the participant?
13. Does the participant have a past or current case with Adult Protection Services? Yes ____ No __ Unknown ____

Case Manager:

Area office:

Waiting List Pilot

- **For the Waiting List Pilot, conducted in the Florence Regional Office, Phone Assessments at Intake and In-Home Assessments were utilized**
- **A 100-point system was implemented**
- **The scores ranged from 5 from 51**

	Code	Points
Active APS case (max 5 pts) No = 0, Yes = 1	1	5
Time on the Waiting List (1 pt per 7 calendar days, max 10 pts) Ignore Section II in Pilot		
ADLs (No = 0/Yes = 1 OR code as would on 1718)		
Experiencing Falls, 1 -3 falls in 6 months = Yes 1pt	1	1
Experiencing Falls, 4 or more falls in 6 months = Yes 2pts	1	2
Transfer	3	5
Transfer	4	10
Locomotion	3	4
Locomotion	4	8
Dressing	3	1
Dressing	4	2
Bathing	3	2
Bathing	4	4
Toileting	3	2
Toileting	4	4
Bowel Incontinence	3	5
Bowel Incontinence	4	10
Bladder Incontinence	3	5
Bladder Incontinence	4	10
Support (Max. 15 pts) No = 0, Yes = 1		
Lacks a Primary Caregiver. <i>If Yes</i> , give 15pts and <i>skip</i> remaining Support questions.	1	15
Caregiver feels Stressed, Caregiver lacks adequate support, OR Caregiver has concerns about future care	1	6
Lives Alone 6+ hours	1	3
Lacks Adq. Support for Applicant	1	2
Caregiver Health presents problems	1	2
Problem Behaviors (Max. 15 pts) (Code as would on 1718)		
Physically Abusive	1	2
Physically Abusive	2	5
Wanders	1	1
Wanders	2	3
Socially Inappropriate	1	1
Socially Inappropriate	2	3
Verbally Abusive	1	1
Verbally Abusive	2	2
Cognitive Skills	2	1
Cognitive Skills	3	2
Other (max. 5pts) No = 0, Yes = 1		
over 12 MD visits in the past year	1	1
over 4 ER visits in the past 6 months	1	1
over 4 admissions to the hospital in the past year	1	1
over 10 medications	1	2
<u>TOTAL POINTS (max. 100)</u>		100

Waiting List Pilot - Florence CLTC

Phone Assessment & In-Home Assessment

Activities of Daily Living

Transfer # of falls in the last six months

Locomotion

Dressing

Bathing

Toileting

Bowel Incontinence

Bladder Incontinence

Support

Lacks a primary caregiver

Caregiver feels stressed or lacks adequate support or has concerns about future care

Lives alone six plus hours a day

Lacks adequate support for applicant

Caregiver health presents problems

Problem Behavior

Physically abusive

Verbally abusive

Socially Inappropriate

Wandering

Cognitive Skills

APS current case

Other

MD visits in the last year

ER visits in the past 6 months

Hospital Admits in the last year

of Meds

Estimates Level of Care at Phone Assessment

<u>Where Individual Item Scores Were Impacted by Differences in Tool Coding</u>	
Applicant Support	27
Falls	21
Primary Caregiver (PC) stress	20
Dressing	18
Medication #s	18
Locomotion	17
PC health	16
Bathing	15
Toileting	15
Bowel	13
Cognitive	12
Bladder	11
Transfer	10
Emergency Room Visits in the past 6 months	10
Lives Alone	9
MD visits in the past year	8
Hospital Admissions in the past year	8
Lacks PC	6
Wandering	3
APS current case	3
Verbally Abusive	2
Physically Abusive	1
Socially Inappropriate	0

Initial 45-day Review

The Assessments

45 In Home Assessments completed on referrals that came in between 3/1/07 to 4/13/07
3 Applicants withdrew without completing the In Home Assessment
6 Applicants Declined to Participate without completing the In Home Assessment
Most Phone Assessments completed by the same nurse (78 of 96)

The Scores

Phone Assessment Scores ranged from 7 to 61
In Home Assessment Scores ranged from 5 to 59
Most frequently occurring Phone Assessment score was tied at 7 occurrences for 24 and 28
Most frequently occurring In Home Assessment score was tied at 3 occurrences each of 16, 19, 20, 27, 28, and 51.
Score differences between Phone and In Home Assessments varied from -26 to 33 (negative score indicates In Home score was higher than the Phone Assessment and positive number indicating Phone score was higher).
12 completed cases had negative scores and 32 had positive scores. One had no difference.

Levels that were different

3 went from MI to Int (-18, -12, -5)
7 went from Int to Sk (-26, -12, -8, 1, 3, 10, 33)
1 went from SK to Int (28)
2 went from Int to MI (-1, 11) : both had skilled services at the time of the PA but not at the IHV
1 RP PA scored at 32 but the applicant stated independent; IHV showed as MI and applicant Withdrew

Levels that were the same for both the Phone Assessment (PA) and the In Home Assessment (IHV)

25 were Intermediate for both Assessments ranged from -21 to 27 (-21, -14, -11, 0, 1 to 27). 25 occurrences
3 where both Assessments were Skilled (-4, 1, 10)
6 were MI/W or MI at both (incomplete to -1, 1, 11)

Levels not completed at an IHV

8 that were Int at the PA but did not have an IHV score: 6 - Declined to Participate - Estate Recovery, applicant panic attacks, 2 - were Inappropriate after Intake
1 died prior to the IHV
3 were MI at the PA and later Withdrew
3 were MI at the PA and later Withdrew

Other Observations:

Phrasing "Lacks a primary caregiver" with a yes no answer was confusing to some. "Has a primary caregiver yes no" has been suggested
Being confused by the double negative above meant an automatic 15 point difference in scores
Some items on the tool are subject to expected changes that may make the scores different; more falls, more MD visits, perceived stress, etc.)
56 Int/Sk levels at Intake PA continued to meet level of care at the IHV

Only 2 cases met at Intake PA that changed to MI and this might have been predicted at Intake due to Skilled Services
Some things related to Levels of care were not in the original Waiting List screen and might improve accuracy if included: eating, tube feeding, therapy 5 days a week,
There was some good information obtained at Intake but not necessarily items that impacted the scoring or levels
Most Intermediates scored in the 20s and 30s.
Most Skilled scored in the 50s and 60s.

- The pilot demonstrated strong correlation between the phone assessments and the in-home assessment
- The prioritization scores also showed correlation
- Other offices are using the tool to assist with waiting list management
- The tools previously manually completed as a spreadsheet have been converted for use within the CLTC CMS system

CMS - [Assessment 17 of 18]

File

Options

Window

Help

Assessment Dates: A=1/25/2008

B =

C =

D =

E =

Participant

	A	B	C	D	E
Falls past 6 months					
ER visits past 6 months					
Doctor past 12 months					
Hospital admits past 12 months					
Left alone 6 or more hours daily					
APS client					
Adequate support from caregivers					
Number of medications					

Choices: (Numeric Field)

<< Asmt 16

Asmt18>>

GoTo Asmt

Save

Close

0547826

Elmer Fudd

CMS Version: 1.0.0000

Area 05

start

N..

N..

M..

M..

A..

M..

A..

C..

C..

D..

3:43 PM

CMS - [Assessment 18 of 18]

File

Options

Window

Help

Assessment Dates: A=1/25/2008

B =

C =

D =

E =

Caregiver

	A	B	C	D	E
Participant have a primary caregiver	<div></div>				
Provides hands on care					
Does health present problems					
Has support from family/friends					
Feels caring for client is stressful					
Has doubts/concerns re:future care					
Relationship to participant					
Primary Caregiver's Name					

Choices: /YES/NO

<< Asmt 17

Environ >>

GoTo Asmt

Save

Close

0547826

Elmer Fudd

CMS AREA05: 1.0.0000

Area 05

start

N..

N..

M..

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A..

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C..

D..

3:43 PM

Where are we now

- New automated tool slated for testing in several CLTC offices in February
- March 1st target date statewide implementation of the automated tool
- A state-wide waiting list scoring system will be created
- Once all existing applicants have had the initial phone assessment completed, CLTC will implement a state-wide, prioritized waiting list
- Currently, CLTC offices are developing plans to achieve the initial phone assessments on the existing waiting list applicants



Questions/Comments